



Navy Enterprise Resource Planning (ERP) Support

In Support of:

Office of Naval Research (ONR)

GSA AWARD PIID

47QFDA23F0025

SECTION C –PERFORMANCE WORK STATEMENT

C.1 BACKGROUND

The Navy Enterprise Resource Planning (ERP) is an integrated financial, acquisition, and logistics information technology system that provides financial and budgetary management for Navy system commands. The Navy ERP application architecture is based on the commercial off-the-shelf cloud based System Applications and Products (SAP) Business Suite and NetWeaver products utilizing High-performance Analytic Appliance (HANA). The Navy ERP uses SAP ERP Central Component (ECC), SAP Supply Chain Management (SCM), Procurement for the Public Sector (PPS) from the Business Suite and Enterprise Portal, Business Intelligence, Process Integration.

The Navy ERP is managed by the Program Executive Office for Manpower, Logistics and Business Solutions (PEO MLB). The Office of Naval Research (ONR) performs the Tier 2 (T2), Tier 3 (T3) and customization support for PPS on behalf and under the governance of the PEO MLB.

C.2 SCOPE

The scope of this requirement is to provide the ONR system support and sustainment of the Navy's ERP enterprise business solution to seamlessly integrate a suite of electronic resource planning, procurement and workforce management business systems, enabling the Navy business enterprise to budget, account for and audit its resources so that it can monitor and make decisions to benefit the warfighter.

The scope includes the following task.

- a. Task 1: Project Management*
- b. Task 2: Navy Procurement for the Public Sector (PPS)
 - (1) Subtask 2a: PPS PM Support
- c. Task 3 Liaison and Operational Support to ONR for NAVY ERP
 - (1) Subtask 3a: ONR Liaison and Operational PM Support
- d. Task 4: Surge Requirements

***Note - Following the base year the PM Services Support will be an optional CLIN divided between the Navy PPS Support and Liaison and Operational Support to ONR, as seen below in Section C.4.**

C.3 OBJECTIVE:

The objective of this requirement is to procure IT support services for Navy ERP. Critical lifecycle support will include but is not limited to subject matter expertise in the principals, processes, methodologies, practical application, and expert working knowledge of the mySAP ERP ECC 6.0; Procurement for the Public Sector (PPS); Access Enforcer (AE); Governance, Risk, and Compliance (GRC); DocBuilder; Business Objects commercial-off-the-shelf (COTS) application and Navy ERP solution. Other programmatic tools that are used in support of the Navy's overall solution under Navy ERP are MS SharePoint; HEAT Helpdesk Software and HP Quality Center.

Contractor support will be required on two primary work streams:

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- a. Navy ERP Procurement for the Public Sector (PPS)
 - (1) T2 support for PPS
 - (2) T3 support for PPS
 - (3) Reports, Interfaces, Conversions, and Enhancements (RICE) related to PPS to include Middleware (M/W)
- b. Customer Liaison and Operational Support for all other in-scope functional modules and work-areas of Navy ERP
 - (1) Scope Functional modules include the following: Asset Management (AM), Controlling (CO), Finance (FI), Funds Management (FM), Material Management (MM), Procurement for the Public Sector (PPS) not related to T2/T3/RICE support, Project System (PS), Sales and Distributions (SD), Workforce Management (WFM/HR)
 - (2) Other functional components include: Access Enforcer (AE); Governance, Risk, and Compliance (GRC), Master Data Governance (MDG), Access Violation Management (AVM) by Greenlight, and Naval Identity System – Identity Credential Account Management (NIS-ICAM) based on Sailpoint commercial software.

C.4 TASKS

C.4.1 TASK 1 - PROGRAM MANAGEMENT

The Contractor will provide program management support under this Task Order (TO). This support includes managing and overseeing all activities performed by Contractor personnel, including Sub-contractors, to satisfy the requirements identified in this work statement. In addition, the Contractor will identify a Program Manager (PM) by name that will provide management, direction, administration, quality assurance, and leadership for executing the TO. The Contractor will also provide its Staffing Plan (Deliverable 1) for executing the TO.

The Contractor will facilitate Government and Contractor communications; use industry best standards and proven methodologies to track and document contract requirements and activities to allow for continuous monitoring and evaluation by the Government, and ensure all support and requirements performed are accomplished per the TO.

C.4.1.1 SUBTASK 1- COORDINATE A PROJECT KICK-OFF MEETING

The COR will schedule and coordinate a virtual Kick-Off Meeting to be held no later than five business days after the award. The meeting will introduce Contractor personnel and Government personnel who will be involved with the TO (Deliverable 2). In addition, the meeting will provide the opportunity to discuss technical, management, security issues, potential risks, and other aspects of the requirement. At a minimum, the attendees will include key Contractor personnel, representatives from the directorates, other relevant Government personnel, and the General Services Administration (GSA) Contracting Officer's Representative (COR).

At least two business days before the Kick-Off Meeting, the Contractor will provide a Kick-Off Meeting Agenda for review and approval by the Government before finalizing (Deliverable 3).

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The agenda will include, at a minimum, the following:

- a. Points of Contact for all parties
- b. Program review and any issues requiring clarification
- c. Security discussion and requirements (i.e., building access, badges, Common Access Cards (CACs))
- d. Draft Project Management Plan (PMP)
- e. Invoicing Requirements
- f. Transition Discussion
- g. Personnel Discussion (i.e., roles and responsibilities and lines of communication between Contractor and Government)

The Contractor will draft and provide a Kick-Off Meeting Minutes Report documenting the Kick-Off Meeting discussion and capturing any action items (Deliverable 4).

C.4.1.2 SUBTASK 2 - PROJECT MANAGEMENT PLAN (PMP)

The Contractor will develop and maintain throughout the task order period of performance a PMP that will be used as a foundation for information and resource management planning. A draft Project Management Plan will be provided to the ONR Navy ERP Technical Point of Contact (TPOC) at the Kick-Off Meeting (Deliverable 5). The Contractor must deliver the final PMP within 30 days after award (Deliverable 6). The Contractor must keep the PMP up to date, be accessible electronically within required working hours, and be prepared to brief any PMP content to the Government at short notice - within 24 hours. The PMP will be used as a foundation for the bi-weekly and monthly status reports.

In addition, the PMP is an evolutionary document that must be updated annually at a minimum. The Contractor must work from the latest Government-approved version of the PMP. The PMP will include the following elements at a minimum:

- a. Description of the proposed management approach
- b. Milestones, tasks, and subtasks required in this TO
- c. Detailed Standard Operating Procedures (SOPs) for how the Contractor will accomplish all tasks.
- d. Overall organizational and project organization and structure
- e. Task dependencies and interrelationships
- f. Contractor Quality Management Plan (QMP)
- g. Subcontract management (e.g., organization of personnel, software, and hardware)
- h. Project transition processes and schedule, as applicable

C.4.1.3 SUBTASK 3 - PREPARE A MONTHLY STATUS REPORT (MSR)

The Contractor must provide a Monthly Status Report (MSR) detailing work performed during the previous month (Deliverable 7), (Section J - List of Attachments, Attachment A). The MSR will be delivered to the Technical Point of Contact (TPOC) and COR via the GSA Assisted Services Information System (ASSIST) portal monthly by the 5th business day of the following month. The MSR must include the following elements at a minimum:

- a. Financial expenditure information (burn rate) of the task

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- b. A copy of the latest officially submitted invoice shall be included in the monthly report
- c. Activities during reporting period, by task (include on-going activities, new activities, activities completed; progress to date on all above mentioned activities)
- d. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
- e. Personnel gains, losses, and status
- f. Summary of trips taken, conferences attended, etc. (attach trip reports to this MSR for the reporting period). If applicable.

C.4.1.4 SUBTASK 4 - TECHNICAL STATUS MEETINGS

The Contractor PM will convene monthly Technical Status Meetings with the ONR Navy ERP Technical Point of Contact (TPOC), GSA COR, and other Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities, establish priorities, and coordinate the resolution of identified problems or opportunities. The Contractor PM will provide the meeting agenda and minutes, including attendance, issues discussed, decisions made, and action items assigned to the GSA COR within three business days of this meeting.

The Contractor will also meet with the ONR Navy ERP TPOC and other Government stakeholders on a weekly/bi-weekly basis and, as necessary, upon Government's request for a similar purpose as the monthly meetings for a more detailed and frequent discussion. The Contractor will provide a meeting agenda for each meeting (Deliverable 8).

C.4.1.5 SUBTASK 5 - PROVIDE QUALITY MANAGEMENT PLAN (QMP)

The Contractor must develop and maintain an effective Quality Management Plan (QMP) to ensure all services are performed per the Performance Work Statement (PWS) (Deliverable 9). The Contractor must develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor's QMP is the means by which the Contractor assures itself that its work complies with the requirement of the contract. Also, the Contractor will be responsible for making any required changes in processes and practices to ensure performance is managed effectively. The QMP will also provide the Contractor's methodology for resolving problems identified by the Government during reviews conducted in accordance with the Government's Quality Assurance Surveillance Plan (QASP) (Section J - List of Attachments, Attachment B). The QMP will be due at the Kick-Off Meeting. The QMP will be updated as changes in the program processes are identified.

C.4.1.6 SUBTASK 6 - IMPLEMENT TRANSITION-IN PLAN

The Contractor will provide a draft Transition-In Plan for Government approval at the Project Kickoff meeting (Deliverable 10). The Contractor will implement the Government-approved Transition-In Plan and all transition activities must be completed no later than (NLT) 30 calendar days before the current TO ends. The Contractor will ensure minimum service disruption to vital Government business and no service degradation during and after transition.

C.4.1.7 SUBTASK 7 - IMPLEMENT TRANSITION-OUT PLAN

Note: Transition Out may be exercised after any option period.

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The Contractor shall provide transition-out support when required by the Government. The Contractor will provide a draft Transition Out Plan NLT 90 calendar days prior to the Task Order expiration (Deliverable 12) and implement the Government-approved Transition-Out Plan NLT 60 calendar days prior to the TO expiration (Deliverable 13).

The Transition-Out Plan must facilitate a seamless transition from the incumbent to an incoming Contractor/Government personnel. The Contractor will identify how it will coordinate with the incoming Contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes
- b. Points of contact
- c. Location of technical and project management documentation
- d. Status of ongoing technical initiatives
- e. Appropriate Contractor to Contractor coordination to ensure a seamless transition
- f. Transition of Key Personnel roles and responsibilities
- g. Schedules and milestones
- h. Actions required of the Government

The Contractor will establish and maintain effective communication with the incoming Contractor/Government personnel for the period of the transition at a minimum via weekly status meetings or as often as necessary to ensure a seamless transition-out.

C.4.2 TASK 2 - NAVY ERP PROCUREMENT FOR THE PUBLIC SECTOR (PPS) SUPPORT

The scope of this requirement is to provide the Office of Naval Research (ONR) system support and sustainment of the Navy's ERP enterprise business solution, otherwise known as Navy Enterprise Resource Planning (ERP), to include the implementation of additional functionality and further implementation of the solution at other ONR components, maintaining training materials such as user guides, cheat sheets, quick reference guides, simulations, logging, and monitoring system defects (currently managed in HP Quality Center).

The Contractor shall participate (as required by the Government) in the Navy ERP wide workshops and meetings related to the module and/or business area and facilitate working groups within the module. The Contractor shall support Government personnel to assess organizational impact of defects and prioritization of work to address the defect including testing in support of system changes, monitoring interfaces associated with functional modules and business reengineering efforts.

See Section C.5 and Section C.7 for an estimated level of effort needed for PPS support.

C.4.2.1 TIER 2 SUPPORT FOR THE PPS

The Contractor shall provide Tier 2 end-user support for PPS. This support includes but is not limited to the following:

- a. Providing "how to" support to end users.
- b. Routine troubleshooting and forwarding incidents that cannot be resolved to Tier 3.

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- c. Maintaining Data (e.g., Partner Data; Purchasing Groups; TVARV tables; smart number series; document templates; etc.).
- d. Documenting incident responses.
- e. Monitoring Interfaces.
- f. Maintaining Training Documentation/User Guides/Quick Reference material.
- g. Following-up on incidents to assure that they have been sufficiently resolved.
- h. Conducting testing in support of system changes.

See Section C.5 and Section C.7 for an estimated level of effort needed for PPS support.

C.4.2.2 TIER 3 SUPPORT FOR PPS INCLUDING REPORTS, INTERFACES, CONVERSIONS, AND ENHANCEMENTS (RICE) RELATED TO PPS TO INCLUDE MIDDLEWARE (MW)

The Contractor shall provide "mySAP" engineering and technical support, including reporting, interface customization, and Enhancement. In addition, the Contractor will provide data extraction and transformation, data cleansing, enable development, deployment, stabilization, and sustainment activities. This support includes but not limited to the following:

- a. Manage all aspects of the PPS module and its integration to ERP Central Component (ECC)
- b. Manage PPS system releases in coordination with Navy ERP Release Management
- c. Manage PPS system technical documentation to include: Functional Requirements Design Specification (FRDS); Technical Design Specification (TDS); High-Level Design (HLD); test plans; process maps
- d. Support module related changes through Navy ERP's change management process
- e. Support module technical upgrades
- f. Support module configuration
- g. Coordinate with interface partners on changes
- h. Log and resolve system defects
- i. Maintain TVARV/TVARVC tables
- j. Support role design and testing
- k. Maintain system interfaces
- l. Support the creation of Interface Control Agreements as needed
- m. Create customizations as required
- n. Conduct and document Unit Testing
- o. Support Tier 2 PPS in resolving and documenting incident response
- p. Monitor and support resolution of SAP Incidents

See Section C.5 and Section C.7 for an estimated level of effort needed for PPS support.

C.4.2.3 SUBTASK 2A: PPS PM SUPPORT

The Contractor will provide project management support under this Task Order (TO) for TASK 2 - Navy ERP Procurement for the Public Sector Support (PPS). This support includes managing and overseeing all activities performed by Contractor personnel, including Sub-contractors, to satisfy the requirements identified in this work statement. In addition, the Contractor will identify a Program Manager (PM) by name that will provide management, direction,

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administration, quality assurance, and leadership for executing the TO. The Contractor will also provide its Staffing Plan for executing the TO.

C.4.2.3.1 SUBTASK 2A.1 - PREPARE A MONTHLY STATUS REPORT (MSR)

The Contractor will facilitate Government and Contractor communications; use industry best standards and proven methodologies to track and document contract requirements and activities to allow for continuous monitoring and evaluation by the Government, and ensure all support and requirements performed are accomplished per the TO.

The Contractor must provide a Monthly Status Report (MSR) detailing work performed during the previous month (Deliverable 7), (Section J - List of Attachments, Attachment A). The MSR will be delivered to the Technical Point of Contact (TPOC) and COR via the GSA Assisted Services Information System (ASSIST) portal monthly by the 5th business day of the following month. It is the responsibility of the Contractor to ensure the Government received the soft copy. The MSR must include the following elements at a minimum:

- a. Financial expenditure information (burn rate) of the task
- b. A copy of the latest officially submitted invoice shall be included in the monthly report
- c. Activities during reporting period, by task (include on-going activities, new activities, activities completed, progress to date on all above mentioned activities)
- d. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
- e. Personnel gains, losses, and status
- f. Summary of trips taken, conferences attended, etc. (attach trip reports to this MSR for the reporting period). If applicable.

C.4.2.3.2 SUBTASK 2A.2 - TECHNICAL STATUS MEETINGS

The Contractor PM will convene monthly Technical Status Meetings with the ONR Navy ERP Technical Point of Contact (TPOC), GSA COR, and other Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities, establish priorities, and coordinate the resolution of identified problems or opportunities. The Contractor PM will provide the meeting agenda and minutes, including attendance, issues discussed, decisions made, and action items assigned to the GSA COR.

The Contractor will also meet with the ONR Navy ERP TPOC and other Government stakeholders on a weekly/bi-weekly basis and, as necessary, upon the Government's request for a similar purpose as the monthly meetings for a more detailed and frequent discussion. The Contractor will provide a meeting agenda for each meeting.

C.4.3 TASK 3 - LIAISON AND OPERATIONAL SUPPORT TO ONR FOR NAVY ERP

The Contractor shall provide sustainment/integration support across the suite of modules that comprise Navy ERP. This includes end user support inclusive of logging, updating, monitoring, resolving, and forwarding trouble tickets in Navy Help Desk Service Manager (NHDSM). In addition, assess the impact to ONR and overall soundness of design for any modifications to Navy ERP Functional Design Requirement Specifications including drafting changes to Navy

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ERP Functional Design Requirements.

C.4.3.1 LIAISON AND OPERATIONAL SUPPORT

The Contractor will provide liaison and operational support to all in-scope functional modules. This support includes but is not limited to the following:

- a. Reviewing and assessing the operational impact to ONR of proposed system changes.
- b. Performing testing of system changes.
- c. Drafting test plans as required.
- d. Attending cross Systems Commands (SYSCOM) meetings to stay abreast of issues and/or system changes related to the module.
- e. Supporting ONR's ranking of the open system defects for the related module.
- f. Providing change management support related to any system changes.
- g. Supporting communication and coordination with the end user community of the respective module(s).
- h. Supporting the generation of ONR's response to various data calls by the Navy ERP program and governance as required.
- i. Attending design workshops related to respective module(s).

See Section C.5 and Section C.7 for an estimated level of effort needed for ONR support.

C.4.3.2 MODULE SPECIFIC RESPONSIBILITIES

The Contractor will perform the tasks for each module or business function (e.g., user management) to include but are not limited to the following:

a. ASSET MANAGEMENT

- (1) Create Mass Load files
- (2) Create/Update/Delete Asset Locations
- (3) Create/Update/Delete Cost Centers to the OPA table
- (4) Create/Update/Delete OPA Relationships
- (5) Research custody transfer issues
- (6) Advise on significant financial postings (how-to) (i.e., advising government end-user personnel on how transactions result in financial postings into the ledger accounts)
- (7) Guide Commands in cross command transfers
- (8) Support Command reorganization efforts to find all impacted personnel and assets in their custody (i.e., If a command reorganizes or moves units between activities the valuation of that property gets transferred to the new organization).

b. CONTROL (CO)

- (1) Maintain Cost Center Groups and Hierarchies
- (2) Maintain activity type rate (non-PEC)
- (3) CATA Variant Set Up and Maintenance
- (4) CJ45 Variant Set Up and Maintenance
- (5) KSI4 Variant Set Up and Maintenance

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- (6) Gross Pay Ready (GPR) File Splitter Program Variant Set Up and Maintenance
- (7) Override Table updates - CATA and GPR
- (8) Work with the Workforce Management (WFM) team on personnel data issues
- (9) Unallocated Labor Variant Set Up and Maintenance
- (10) Labor Rate Variance Adjustment (LRVA) Variant Set Up and Maintenance
- (11) Research Issues with Labor Accrual/ALA Upload/Postings
- (12) Work with PS and FM for Phantom CO Postings or other discrepancies between FM and CO

c. FINANCE (FI)

- (1) Research/resolve issues related to missing/incorrect accounting documents
- (2) Assist users with researching/reconciling trial balance issues (e.g., budgetary/proprietary out of balance)
- (3) Provide users with guidance and support for Navy Financial Management Operations (FMO)-directed Journal Vouchers (JVs) (e.g., COVID emergency leave)
- (4) Treasury Tie Points research/support
- (5) Posting Logic research/support
- (6) Review/research/reconcile Field Level (FL) FLJVs and other FI postings as requested
- (7) Research/reconcile Defense Travel System (DTS) Accounts Receivable (A/R) cross-fund postings
- (8) Complete trouble tickets providing general ledger guidance to customers
- (9) Complete FLJV and post on as needed basis
- (10) Research/reconcile problems related to Accounts Payable (AP) (Goods Receipts (GR)/Invoice Receipt (IR)/Service Entry Sheets (SES) imbalances, GR/IR clearing indicator, Contract Line Item Number (CLIN) realignments, expense vs. Operating Materials and Supplies (OM&S) General Ledger (G/L) postings, etc.)
- (11) Research/resolve issues related to CFP lines (analyzing data, cost center mapping, negative Unliquidated Obligations (ULOs) at funds cancellation, etc.)
- (12) Provide status of invoices/payments as requested
- (13) Research/resolve Intermediate Document (IDOC) issues
- (14) Complete heat tickets providing accounts payable guidance to customer
- (15) Red to green Defense Daily Expenditure File (DDEF) records (canceled funding and ad hoc) [X2 records]
- (16) Identify DDEF report errors/defects and provide resolution
- (17) Assist users in researching/reconciling Unmatched Transactions (UMTs) across multiple business processes (travel, MILSTRIP, contracts, funding documents, etc.); provide guidance on matching logic and interpreting data
- (18) Assist users in reconciling cash between Defense Cash Accounting System (DCAS), Defense Daily Expenditure File (DDEF), and General Ledger (G/L)
- (19) Complete heat tickets providing cash management guidance (Treasury Direct Disbursement (TDD) Central Accounting Reporting System (CARS) confirmation DDEF, X-company code clearing) to customer
- (20) Research and facilitate solutions to operational issues such as interest

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- (21) Research/resolve Treasury Direct Disbursement (TDD) errors (non-interest)
- (22) Research/resolve F110 errors Treasury Account Symbol (TAS)/ Business Event Type Code (BETC), due dates, interest calculation, MIRO data, etc.)

d. FUNDS MANAGEMENT (FM)

- (1) Research and/or resolve issues with Special Purpose Ledger
- (2) Perform Budgetary Ledger (BL) linking
- (3) Support end-users in the use of Budgeting Workbench
- (4) Budget Validation Table Updates
- (5) FM/PS Budget Transfer
- (6) Support master data management
- (7) Support the design of Funds Management master data schema to support business needs
- (8) Support High Level Project Funding Assignments
- (9) Research and provide solutions to FMBB posting issues
- (10) Monitor financial reports for data integrity
- (11) Provide assistance to users executing FM reports and interpreting results
- (12) Research and resolve FM errors related to Production releases
- (13) FMDERIVE Updates
- (14) FMUSER GROUP Requests; Facilitate FMUSER GROUP assignment updates with Command stakeholders
- (15) Performs Sales Order/Billing Documentation Reconciliation
- (16) Centralized Master Edit Table (CMET) updates
- (17) Address Budget Exceed Issues
- (18) Abnormal Funds Balance Reconciliation

e. MATERIALS MANAGEMENT (MM)

- (1) Maintaining Purchase Card Hierarchy
- (2) Create Local Vendors
- (3) Forwarding of Workflow Items and Workflow Monitoring
- (4) Research and support resolution of Line of Account (LOA) issues
- (5) Support research into Fund Code Issues
- (6) Support research and resolution of Purchase Requisition Releases
- (7) Provide Command assistance with proper Purchase Requisition entry to derive Purchase Order (Incident Resolution – HOW TO Training)
- (8) Command assistance with proper Closing of Purchase Requisition. (Incident Resolution – HOW TO Training)
- (9) Support research and resolution of PR to PO Manual Creation Issues
- (10) Support research and resolution of mismatches between Goods Receipts (GR); Service Entry Sheets (SES), and Invoices and other billing issues
- (11) Command assistance in proper creation/correction of Goods Receipts and Service Entry Sheets (Incident Resolution – HOW TO Training)
- (12) Goods Receipts (MIGO) – Troubleshooting & how-to (technical)
- (13) Support end-users in the proper cancellation of Goods Receipts (GR) and Service Entry Sheet (SES)
- (14) Support research and resolution of Document Management System (DMS)

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Issues

- (15) Support purchase card reconciliation activities
- (16) Review Workflow Configuration changes and Test
- (17) Perform Material Extensions

f. PROJECT SYSTEMS (PS)

- (1) Troubleshoot discrepancies within reports
- (2) Monitor compliance for Command Design requirements (budget structuring number schemes and local business rules, flex fields and naming structure)
- (3) Support Create/Change/Delete Project Structures
- (4) Support the execution of custom Funds Management (FM) Assignment transactions

g. SALES AND DISTRIBUTIONS (SD)

- (1) Research Aged Accounts Receivable (A/R) to determine if record transmitted successfully
- (2) Research billing errors and inconsistencies
- (3) Support Accounts Receivable Write Off
- (4) Correcting Work Breakdown Structure (WBS) element on Sales Order
- (5) Support the Release Aged Billing Documents
- (6) Research auto created orders and auto change for internal ERP Purchase Requisition (PR)/Purchase Order (PO)/Sales Order (SO) where the creation or change is not processed or processed as expected.
- (7) Analyze CMET and TAS/BETC error's
- (8) Research reporting issues
- (9) Research and provide solution to billing document or accounting document creation errors

h. USER MANAGEMENT (UM)

- (1) Maintain role mapping guidebook
- (2) Support and manage annual user access review
- (3) Create and Monitor Role Requests
- (4) Initiate and Monitor Account requests
- (5) Support Ad Hoc Reporting
- (6) Support and monitor separation of duties
- (7) Monitor and manage role qualifications
- (8) Support proper assignment of role authorizations
- (9) Conduct security Stage 2 System Authorization Access Request Navy (SAARN) validation, personnel content on Access Enforcer (AE) request is correct) and accuracy check for all Navy ERP Access Requests
- (10) Maintain Command non-production access
- (11) Perform Cross-SYSCOM role coordination / administration
- (12) Perform User Lifecycle Management Tool (ULMT) system sustainment / data administration\
- (13) Perform quarterly reviews on personnel assigned to Command Business Office

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User Group

- (14) Naval Identity System (NIS) Identity Credential and Account Management (ICAM)/Sailpoint Support
- (15) Support GRC reviews and updates
- (16) Support the maintenance, updating, and routing of Navy ERP's risk workbook
- (17) Manage Robotic Process Automation (RPA) Accounts and Security Requirements for Non-Person Entity (NPE) and Person Entity (PE) software applications

i. WORKFORCE MANAGEMENT (WFM/HR)

- (1) Basic User Functions – Employee Self Service (ESS)/Management Self Service (MSS) utilization and how-to
- (2) Basic User Functions – Time & Attendance how-to
- (3) Basic User Functions – Fiori how-to
- (4) Delimiting Employee Qualification
- (5) Transferring Qualifications/Employee Group Change from One Personnel Number (PERNR) to Another
- (6) Creating a Course Type in the Course Catalog
- (7) Active Personnel Numbers (PERNRS) in Default Positions
- (8) Resolving Active PERNRS in Position 9999999 or ORG 00000000 (or invalid org)
- (9) Resolving Inactive PERNRS with Payroll Area not in 99
- (10) Resolving personnel without SSN
- (11) Support the recording of Non-Interface Personnel Validation (Maintain Contractor Information)
- (12) Reconciling Monthly Military Gains and Losses
- (13) Resolving Missing Civilian Separations
- (14) Support the Maintenance of employee's master data record – including unallocated labor issues due to issue with Tour of Duty (TOD) or something wrong with SF50
- (15) Tour of Duty Monitoring (includes monitoring/update employees IT9201 to have work schedule extension box checked)
- (16) Activity Type Monitoring
- (17) Monitoring Withdrawn Personnel with Structural Authorizations
- (18) Monitoring Defense Civilian Payroll System (DCPS) Daily Master Employee Record (MER) Interface Process
- (19) Monitoring Department of the Navy Civilian Authoritative Data Source (DONCADS) Personnel Transaction Interface
- (20) Monitoring DONCADS Organization and Position Interface
- (21) Monitoring Outbound Awards file to Office of Civilian Human Resource (OCHR)
- (22) Monitoring Outbound Source Data Automation (SDA) Files to Defense Civilian Payroll System (DCPS)
- (23) Maintaining customized supervisory relationships
- (24) Support command reorganization implementation
- (25) Support ad hoc data calls

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C.4.3.3 SUBTASK 3A: ONR LIAISON AND OPERATIONAL PM SUPPORT

The Contractor will provide project management support under this Task Order (TO) for TASK 3 - Liaison and Operational Support to ONR for NAVY ERP. This support includes managing and overseeing all activities performed by Contractor personnel, including Sub-contractors, to satisfy the requirements identified in this work statement. In addition, the Contractor will identify a Program Manager (PM) by name that will provide management, direction, administration, quality assurance, and leadership for executing the TO. The Contractor will also provide its Staffing Plan for executing the TO.

C.4.3.3.1 SUBTASK 3A.1 - PREPARE A MONTHLY STATUS REPORT (MSR)

The Contractor will facilitate Government and Contractor communications; use industry best standards and proven methodologies to track and document contract requirements and activities to allow for continuous monitoring and evaluation by the Government, and ensure all support and requirements performed are accomplished per the TO.

The Contractor must provide a Monthly Status Report (MSR) detailing work performed during the previous month (Deliverable 7), (Section J - List of Attachments, Attachment A). The MSR will be delivered to the Technical Point of Contact (TPOC) and COR via the GSA Assisted Services Information System (ASSIST) portal monthly by the 5th business day of the following month. It is the responsibility of the Contractor to ensure the Government received the soft copy. The MSR must include the following elements at a minimum:

- a. Financial expenditure information (burn rate) of the task
- b. A copy of the latest officially submitted invoice shall be included in the monthly report
- c. Activities during reporting period, by task (include on-going activities, new activities, activities completed, progress to date on all above mentioned activities)
- d. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
- e. Personnel gains, losses, and status
- f. Summary of trips taken, conferences attended, etc. (attach trip reports to this MSR for the reporting period). If applicable.

C.4.3.3.2 SUBTASK 3A.2 - TECHNICAL STATUS MEETINGS

The Contractor PM will convene monthly Technical Status Meetings with the ONR Navy ERP Technical Point of Contact (TPOC), GSA COR, and other Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities, establish priorities, and coordinate the resolution of identified problems or opportunities. The Contractor PM will provide the meeting agenda and minutes, including attendance, issues discussed, decisions made, and action items assigned to the GSA COR.

The Contractor will also meet with the ONR Navy ERP TPOC and other Government stakeholders on a weekly/bi-weekly basis and, as necessary, upon Government's request for a similar purpose as the monthly meetings for a more detailed and frequent discussion. The Contractor will provide a meeting agenda for each meeting.

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C.4.4 TASK 4 – SURGE REQUIREMENTS

Surge requirements include Government tasking that exceeds the normal capacity of Contractor support due to a temporary surge of requirements. The contractor will be required to provide support for unanticipated surge support requirements for all identified tasks within the PWS as delineated by contract modification. Hours expended will be paid using labor hour rates. Rates include all direct and indirect costs and profit. Proposals will be submitted to and negotiated by the Contracting Officer (CO) before start of work.

Surge efforts shall only be authorized by the CO to provide additional IT support services, manpower or expertise- of the same scope as provided by the Contractor in the FFP CLINs” to supplement core capabilities in response to a temporary surge in requirements. The Contractor is expected to respond within seven (7) business days of initial request by the Government, unless otherwise agreed by both parties.

No work is to be performed under this CLIN until authorized in writing by the CO. The contractor works at its own risk if the CO has not authorized the work in writing.

C.4.5 TASK 5 – OTHER DIRECT COST/ TRAVEL

The contractor shall conduct required travel in support of Navy ERP per Sections G.3.3 and H.6 of this TOR and requirements of this contract.

C.5 ADDITIONAL INFORMATION

ONR provides this information to enhance understanding of its organizational environment as this relates to Navy ERP

- a. End user population is approximately 650.
- b. ONR executes only General Fund (GF) activities.
- c. ONR Navy ERP in-scope end-to-end processes as understood at this time incorporate the SAP Funds Management (FM), Finance (FI)/Controlling (CO), Asset Management (AM), Materials Management (MM), Purchasing (PUR), Project Systems (PS), Sales and Distribution (SD), Workforce Management (WFM) (SAP HR), Supplier Relationship Management (SRM)/Procurement for the Public Sector (PPS), Governance, Risk, and Compliance (GRC), Access Enforcer.
- d. Navy ERP also incorporates Sail Point commercial software for Identity, Credential and Account Management (ICAM).
- e. Navy ERP uses Ivanti Service Manager for trouble ticketing and Hewlett Packard Quality Center for defect tracking, request for change tracking, and testing. Navy ERP uses Dimensions Change Management software.
- f. Navy ERP typically conducts quarterly releases (November, February, May, and August). Off-cycle releases are scheduled on an as-needed basis and can be as frequent as monthly. Quarterly Releases typically have ~100 items per release. Off-cycles are variable. Each release item will have one or more Functional Requirements Design

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Specification (FRDS) reviews associated with the item. If the item is in scope for ONR may require the Contractor to perform testing. There are weekly maintenance releases as well. Maintenance releases typically do not require FRDS reviews or testing.

- g. The Navy utilizes Microsoft Office 365 productivity tools.
- h. Navy ERP has 688 Functional Design Specifications (i.e., Customizations) documents. 21 documents are for PPS.

C.6 ACCOUNTING FOR CONTRACTOR MANPOWER REPORTING

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the Navy via a secure data collection site. The contractor is required to completely fill in all required date fields using the following web address: <http://www.ecmra.mil/>.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1st through September 30th. While inputs may be reported any time during the FY, all data shall be reported no later than 31 October of each calendar year. Contractors may direct questions to the help desk at: <http://www.ecmra.mil>.

C.7 ADDITIONAL INFORMATION

The Government's estimated hours per year for the labor requirement for Task 2 and Task 3 is only a guide for potential Offerors. Offerors may vary from this estimate. (This does not include estimates for the Surge CLINS.

Position	GSA Category	Alliant 2 GWAC Labor Category Code	Estimate Hours
PPS SI	SME - Computer Systems Analyst	184	1840
PPS/MM Functional	Senior - Computer Systems Analyst	183	1840
PPS/MM Functional	Journeyman - Computer Systems Analyst	182	1840
PPS/MM Functional	Journeyman - Computer Systems Analyst	182	1840
MM SI	Senior - Computer Systems Analyst	183	1840
FI/FM/CO SI	SME - Computer Systems Analyst	184	1840
FI/FM/CO Functional	Journeyman - Computer Systems Analyst	182	920
AM Functional	Journeyman - Computer Systems Analyst	182	920

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PS/SD Functional	Senior - Computer Systems Analyst	183	1840
WFM/UM Functional	Senior - Computer Systems Analyst	183	1840
RICE	Senior Software Developer - Systems Software	323	1840
RICE	Senior Software Developer - Systems Software	323	1840
RICE MW	Senior Software Developer - Systems Software	323	920
Program Manager	ERP Analyst	183	1840
Total			23,000

The table below contains approximate annual trouble ticket numbers by functional module/area. The table does not represent the level of effort or complexity of the support needed.

Module	Approximate Annual Trouble Tickets
FI/FM/CO/SD	75
FI-DTS/TRAVEL	25
FI-MM	25
MM and workflow	375
PPS	750
PS	15
User Management	225
WFM/HR	75
PPS Tier 3	125

C.6 SECURITY REQUIREMENTS

The contractor will comply with the security requirements stated under Section H.5 of this TOR.